This listing of claims will replace all prior versions, and listings, of claims in the application.

LISTING OF CLAIMS:

1. (Currently Amended) A method for ~~providing~~ integrating back office, front office, web and wireless technology for total management of customer service to enable collaboration between a manufacturer and a user, including providing a complete set of after sales service data over the Internet from the manufacturer to an authorized user, the method comprising:

creating a database containing said complete set of after sales service data, including a plurality of equipment service data elements;

providing an ~~access point~~ Internet web site for a user to access the database;

verifying that the user is authorized to access the database; and

providing the user with interactive, collaborative access to said manufacturer and to the database over the Internet, in a secure manner, if the user is authorized to access the database, whereby said access provides the user with a virtual office to enter a variety of transactions using data elements in the database;

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interfacing Internet Enabled Equipment and Appliances triggered by a repair event to enable an Early Warning System to offer predictive and need based repair service; and wherein:

said access provides a direct information flow from field to a service department, a design department and a quality department; and

the user is a dealer/franchisee, and said access provides the dealer/franchisee with (i) previous repair and customer information as a service call is received, and said dealer/franchisee uses said access to enter technical and billing information, and to pass on field information to OEM department.

Claim 2 (Cancelled).

Claims 3-6 (Cancelled).

7. (Currently Amended) A system for ~~providing~~ integrating back office, front office, web and wireless technology for total management of customer service to enable collaboration between a manufacturer and a user, including providing a complete set of after sales service data over the Internet from the manufacturer to an authorized user, the system comprising:

a database containing said complete set of after sales service data, including a plurality of equipment service data elements;

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an ~~access point~~ Internet web site for a user to access the database over the Internet;

means for verifying that the user is authorized to access the database; and

means for providing the user with interactive, collaborative access to said manufacturer and to the database over the Internet, in a secure manner, if the user is authorized to access the database, whereby said access provides the user with a virtual office to enter a variety of transactions using data elements in the database, including interfacing Internet Enabled Equipment and Appliances triggered by a repair event to enable an Early Warning System to offer predictive and need based repair service; and wherein:

said access provides a direct information flow from field to a service department, a design department and a quality department; and

the user is a dealer/franchisee, and said access provides the dealer/franchisee with (i) previous repair and customer information as a service call is received, and said dealer/franchisee uses said access to enter technical and billing information, and to pass on field information to OEM department.

Claim 8 (Cancelled).

Claims 9-12 (Cancelled).

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13. (Currently Amended) A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps for ~~providing~~ integrating back office, front office, web and wireless technology for total management of customer service to enable collaboration between a manufacturer and a user, including providing a complete set of after sales service data over the Internet from a manufacturer to an authorized user, said method steps comprising:

creating a database containing said complete set of after sales service data, including a plurality of equipment service data elements;

providing an ~~access point~~ Internet web site for a user to access the database over the Internet;

verifying that the user is authorized to access the database; and

providing the user with interactive, collaborative access to said manufacturer and to the database over the Internet, in a secure manner, if the user is authorized to access the database, whereby said access provides the user with a virtual office to enter a variety of transactions using data elements in the database, including interfacing Internet Enabled Equipment and Appliances triggered by a repair event to enable an Early Warning System to offer predictive and need based repair service; and wherein:

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said access provides a direct information flow from field to a service department, a design department and a quality department; and

the user is a dealer/franchisee, and said access provides the dealer/franchisee with (i) previous repair and customer information as a service call is received, and said dealer/franchisee uses said access to enter technical and billing information, and to pass on field information to OEM department.

Claim 14 (Cancelled).

Claims 15-19 (Cancelled).

20. (Currently Amended) A method according to Claim [[19]] 1, wherein:

the plurality of equipment service data elements comprise: sales, customer history, equipment history, warranties, service calls, preventive maintenance, repairs, spare parts, accounts receivable, and accounts payable;

the user is a service franchisee;

the service data elements comprise: selling maintenance contracts, call management, franchisee management, spare parts sales, warranty management, and knowledge management; and

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the creating step includes the step of providing an Internet Enabled Equipment and Appliance feature triggered by a repair event to offer predictive and need based repair service, and to study equipment usage and failure patterns; and

the method comprises the further steps of:

providing rules and conditions that help determine how a product repair is handled; and

feeding information back, after a transaction is completed, to underlying systems that maintain product and service information.

21. (Previously Presented) A method according to Claim 20, comprising the further steps of:

providing a main network for the manufacturer and a plurality of satellite networks; and

the franchisee operating one of said satellite networks; and wherein:

selected data transfer take place between the satellite network and said main network;

the manufacturer has a plurality of nodes and each of the nodes is provided with a fully secured satellite space, where business operations can be performed; and

the method is used for centralized and automated billing, warranty management, e-enabled price negotiations, centralized call management, web-based training for service franchisee, knowledge network for franchisee and solution database, spare parts management, service franchisee management, invoicing, and resource assignment based on skill sets.

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